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PATENT, TRADEMARK, COPYRIGHT  
AND UNFAIR COMPETITION LAW  
AND RELATED LITIGATION

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TRUMAN A. HERRON 1935-1976  
EDWARD B. EVANS 1936-1971

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August 18, 2005

## FACSIMILE COVER SHEET

To: Examiner Melvin Bell  
Art Unit 2121  
Mail Stop AMENDMENT  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22213-1450

From: Scott A. Stinebruner  
Reg. No. 38,323

Re: U.S. Patent Application  
Serial No. 10/021,203  
Filed: October 30, 2001  
Applicant: Joseph Philip Bigus et al.  
Art Unit: 2121  
Confirmation No.: 1374  
Our Ref: IBM/201

Fax: 571-273-8300

Enclosures:

Fax Cover Sheet containing Certificate of  
Facsimile Transmission (1 page)  
Transmittal containing Certificate of Facsimile  
Transmission (2 pages)  
Amendment and Response (14 pages)

Pages: 17 (including cover sheet)

MESSAGE/COMMENTS  
OFFICIAL

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence and the enclosures noted herein (17 total pages, including cover sheet) are being transmitted via facsimile transmission to Examiner Melvin Bell, Art Unit 2121, Mail Stop AMENDMENT, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22213-1450 at 571-273-8300 on August 18, 2005.

*Judith L. Volk*  
Judith L. Volk

*August 18, 2005*  
Date

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## PATENT

Att'y Docket No. IBM/201/124  
Confirmation No. 1374

**CERTIFICATE OF FACSIMILE TRANSMISSION**

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Judith L. Volk  
Judith L. Volk

August 18, 2005  
Date

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Joseph Philip Bigus et al. Art Unit: 2121  
Serial No.: 10/021,203 Examiner: Meltin Bell  
Filed : October 30, 2001  
For : PRODUCT SUPPORT OF COMPUTER-RELATED PRODUCTS USING  
INTELLIGENT AGENTS

Mail Stop AMENDMENT  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT TRANSMITTAL**

1. ☒ Transmitted herewith is an Amendment and Response.
2. ☐ Small Entity status of this application under 37 CFR 1.9 and 1.27 has been established by a verified statement previously submitted.  
☐ Enclosed is a verified statement to establish Small Entity status  
☒ Other than a Small Entity
3. The fee has been calculated as shown below:

**CALCULATION OF FEES**

| Fee:                         | Number of Claims<br>After Amendment: |       | Previously Paid For: | No. Extra: | At Rate: | Amount: |
|------------------------------|--------------------------------------|-------|----------------------|------------|----------|---------|
| Total Claims                 | 34                                   | minus | 36                   | 0          | \$50     | \$0.00  |
| Independent Claims           | 6                                    | minus | 7                    | 0          | \$200    | \$0.00  |
| MULTIPLE DEPENDENT CLAIM FEE |                                      |       |                      |            | \$360    | \$0.00  |
| TOTAL FEE FOR CLAIMS:        |                                      |       |                      |            |          | \$0.00  |

- ☒ No additional fee for claims is required.

Page 1 of 2  
Serial No. 10/021,203  
Transmittal for Amendment of August 18, 2005  
IBM Docket: ROC920010146US1  
WH&E IBM/201

4. ☐ Attached is a check in the sum of \$\_\_\_\_\_ for additional claims.  
☐ Please charge my Deposit Account No. 23-3000 in the amount of \$\_\_\_\_\_.

5. The proceedings herein are for a patent application and the provisions of 37 CFR 1.136 apply. Complete (a) or (b) as applicable.

- ☐ (a) Applicant petitions for an extension of time under 37 CFR 1.136 for the total number of months checked below:

|                          | <u>Ext. Mos.</u> | <u>Large entity</u> | <u>Small entity</u> |
|--------------------------|------------------|---------------------|---------------------|
| <input type="checkbox"/> | one month        | \$ 120.00           | \$ 60.00            |
| <input type="checkbox"/> | two months       | \$ 450.00           | \$ 225.00           |
| <input type="checkbox"/> | three months     | \$1,020.00          | \$ 510.00           |
| <input type="checkbox"/> | four months      | \$1,590.00          | \$ 795.00           |
| <input type="checkbox"/> | five months      | \$2,160.00          | \$1,080.00          |

Extension fee due with this request:

\$\_\_\_\_\_

Method of Payment:

Check enclosed in the amount of \$\_\_\_\_\_

If an additional extension of time is required, please consider this a petition therefor.

(Check and complete the next item, if applicable)

- ☐ An extension for \_\_\_\_\_ months has already been secured and the fee paid thereof of \$\_\_\_\_\_ is deducted from the total fee due for the total months of extension now requested. Extension fee due with this request \$\_\_\_\_\_.

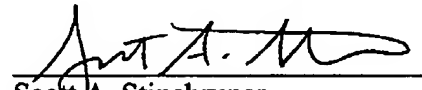
OR

- ☒ (b) Applicant believes that no extension of time is required. However, this conditional petition is being made to provide for the possibility that applicant has inadvertently overlooked the need for a petition for extension of time.
6. ☒ If any additional fee for claims or extension of time is required, charge Account No. 23-3000.

Respectfully submitted,

WOOD, HERRON & EVANS, L.L.P.

By:

  
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Fax Cover Sheet containing Certificate of Facsimile Transmission (1 page)  
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Amendment and Response (16 pages)

AUG 18 2005

PATENT

IBM/201  
Confirmation No. 1374

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Joseph Philip Bigus et al.      Art Unit: 2121  
Serial No.: 10/021,203      Examiner: Meltin Bell  
Filed: October 30, 2001      Atty. Docket No.: IBM/201  
For: PRODUCT SUPPORT OF COMPUTER-RELATED PRODUCTS USING  
INTELLIGENT AGENTS

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**AMENDMENT AND RESPONSE**

Mail Stop AMENDMENT  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In reply to the Office Action dated May 18, 2005, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 11 of this paper.

Page 1 of 14  
Serial No. 10/021,203  
Amendment and Response dated August 18, 2005  
Reply to Office Action of May 18, 2005  
IBM Docket ROC920010146US1  
WH&E IBM/201  
K:\ibm\201\Amendment and Response to 5-18-05 OA.wpd